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Date of Deposit: March 24, 2004



03-04

Attorney Docket No. 27996-133

2642 \$

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No. : 09/745,305 Confirmation No. 2060
Applicant : Peter Tavernese Jr.
Filed : December 21, 2000
TC/A.U. : 2642
Examiner : Nguyen, Q.H.
New Docket No. : 27996-133 (formerly 103180/45024)
Customer No. : 35437
Title : CUSTOMER SERVICE RESPONSE SYSTEM FOR
INTERACTION WITH CUSTOMER SERVICE AGENTS

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

March 24, 2004
New York, New York

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Technology Center 2600

TRANSMITTAL

Transmitted herewith for filing in the present application are the following documents:

1. Response Under 37 C.F.R. § 1.111 (10 pgs.);
2. Petition for Extension of Time (1 pg.);
3. Check No. 1829 in the amount of \$110.00 to cover extension fee; and
4. a Return Postcard

If the enclosed papers are considered incomplete, the Mail Room and/or the Application Branch is respectfully requested to contact the undersigned at 212/935-3000, New York, New York. A duplicate copy of this transmittal letter is enclosed.

Respectfully submitted,

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Attorney for Applicant
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RESPONSE UNDER 37 C.F.R. § 1.111

Sir:

In response to the Office Action, dated December 22, 2003, there have been no amendments made to any of the claims and all of the claims are included.

Listing of the Claims begins of page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.